

On Course



NAVY PERSONNEL COMMAND Bureau of Naval Personnel

Issue 23

An Internal Newsletter for Navy Personnel Command

Sep/Oct 2005

Rear Admiral Gove takes the helm at Navy Personnel Command

By JO2 Amie Hunt,
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During a time-honored tradition change of command ceremony, Rear Admiral David A. Gove assumed command of Navy Personnel Command (NPC) from Rear Admiral John M. Stewart, Jr. on September 30.

Stewart made his transition to the civilian sector after 30 years of dedicated Naval service. During the change of command ceremony, guest speaker Vice Admiral Gerald L. Hoewing, Chief of Naval Personnel, presented Stewart with the Legion of Merit.

"This is a transition ceremony for John and Linda, not a retirement. His career has demon-

strated the value of transitions as good and natural for the Navy and the individual, and today's event is but one more," said Hoewing.

Hoewing went on to describe three major transitions that mark significant change in one's career, each with new challenges and opportunities. "The first transition is the oath that makes you an officer, wearing the "cloth of the Nation" as the CNO often says." He describes the second transition as "the career decision point," where you either make it a career or take the education, experience and memories and add them to your resume.

"The third transition we make
(continued on next page)



Rear Admiral David A. Gove, NPC's new commanding officer (far right) stands with outgoing NPC commanding officer, Rear Admiral John M. Stewart Jr. (far left) and Vice Admiral Gerald L. Hoewing, Chief of Naval Personnel. Photo by JO2 Amie Hunt.

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Total Force manning of the Emergency Coordination Center

By JOSN Chris Hwang,
NAVPERSCOM Communications

Sailors and government contractors have joined forces to support the victims of Hurricanes Katrina and Rita, now considered the worst natural disasters to strike the U.S. in almost a century. The day after the first storm hit the Gulf coast, Sailors and civilian contractors formed a team to man Navy Personnel Command's Emergency Coordination Center (ECC) in Millington.

Soon after the initial start-up, the ECC moved into NPC's Customer Service Center (CSC), since additional telephones, computers and experienced phone agents were needed for the high volume of calls they were receiving. In total, approximately 19,000 calls from Sailors and DON civilians have been fielded by the ECC since it was activated August 30. Service members, both in a duty status and as volunteers, joined the civilian customer service agents to provide support to Navy evacuees, their families and extended family members searching for Navy personnel.

"The ECC was moved to the call center for a variety of reasons," said Center for Career Development Director, Capt. Mark D. Klatt. "The call center agents are trained to talk to the public and recognize their needs. We were able to take advantage of trained and experienced customer service representatives to help and gather information." In addition, the Customer Relationship Management System allows reports to be run and enables the agents to recognize trends and gather desired information for future callers.

Muster information for Navy personnel affected by Katrina was a top priority. Once the members were accounted for, their circumstances were evaluated and ECC agents referred members to other Navy, government and private agencies for specific needs, often with a 'live hand off' to the follow-on agency. Primarily, Sailors and their families called to find out about information on safe havens, military pay and other "what now" questions.

"Evacuees would call, they had no money, their banks were gone and they didn't know how to get money. In the beginning, calls about financial matters were referred to the Navy Marine Corps Relief Society. Now, they are eligible for advanced pay and other

benefits, so they can get back to some sort of normalcy, so we direct them to PSD Atlantic or a local PSD. We also refer people to DFAS to change their deposit information so they can receive pay," said NPC's data analyst, Danica Leger.

Many callers struggled with insecurities and uncertainties. When the ECC agents provided specific answers or contact numbers, the callers were very relieved.

Normally PNCS Ronald Miller acts as the Customer Service Center's LCPO, where he is in charge of all the military assigned to that department. Prior to the hurricanes, he worked eight-hour days and assigned responsibilities to the CSC military in the areas they were needed the most in that department. Since the stand-up of the ECC, he works up to 12 hours a day, performing his regular job, plus fielding calls from some hurricane evacuees. "If things get really busy here in the ECC, I take calls to help out, but my main role now is to compile all the statistics from the total number of calls received here and call types. Also, for the first time in my 20-year Navy career, I'm interacting with the Army National Guard and Red Cross, trying to assist our Sailors in need," said Miller.

Many non-profit organizations as well as Navy's support groups provided assistance to get the evacuees' needs met. However, some obstacles still lingered.

Capt. Klatt said that the biggest challenge overall was contact with personnel and commands located in the impacted area of the hurricane. The vast majority of commands' contact information, commercial and DSN lines as well as NMCI computers were unavailable to the users.

Under normal conditions, the call agents answer routine questions like, "did my board package arrive?" and "how do I apply for Perform to Serve?" In the initial phase of ECC operations, the questions were much more emotional.

"It feels like you are going through whatever the caller is going through. I couldn't tell them where their child or spouse was," said Leger. "I felt most helpless when civilians called looking for other civilians. They were desperate and calling every number they could find. But now that it's been a couple of weeks after the storm, people have calmed down.

The stress level of the evacuees may have calmed down, but the ECC continues to work hard. Before, the CSC was like any other office. The room was spacious and calls were taken from 0700-1900 Central time, Mon-Fri. Now, Navy personnel and civilian call agents are tightly packed into the same room, and ECC operations are 24/7.

A few changes to the CSC have allowed service members and civilian employees to become an informational team. Their efforts will continue as long as the evacuees of Hurricanes Katrina and Rita need help.

For more information, visit <http://www.npc.navy.mil>.

... Change of Command

(cont. from front page)

is going ashore, an expression that means much to those of us in the sea services, said Hoewing. "We must embrace career transitions as natural and valuable parts of a Navy career that provide flexible engagement options for the skills of our people whose service is based on competencies rather than duty status."

As Stewart makes his transition, Gove makes a transition in his career as the new Commander, Navy Personnel Command. "I come to Millington with a strong, fleet-driven focus," said Gove. "I've reviewed a lot of material about this command over the last few days. I'm particularly struck by the significance of the mission here."

Gove comes to NPC with a great deal of operational expertise as well as two previous tours inside the bureau, one as the Nuclear/Submarine program manager and again as Special Assistant to the Chief of Naval Personnel for Legislative Matters.

"I know you will bring a wealth of knowledge and insight into the important work done here. Once again, Dave and Bev, welcome to NPC," said Hoewing.

***Look for
Sea Warrior
Transformation
information in a
future issue***

Service Group Life Insurance Increases for all Service Members

By JOC Teresa J. Frith,
NAVPERSCOM Communications

As of Sept. 1, all military members and reservists eligible for full-time Servicemember's Group Life Insurance (SGLI) are automatically insured for \$400,000. The change was effective regardless of any previous requests to reduce or decline SGLI.

Service members may elect to reduce or decline coverage in increments of \$50,000. Previously, they could select coverage in increments of \$10,000. The monthly SGLI premium remains \$3.25 per \$50,000 of coverage. Based on this formula, the monthly premium for full coverage is \$26.

To reduce or decline SGLI, service members can fill-out the SGLV-8286 form. The form must be witnessed by an authorized military representative and forwarded to local personnel support staff. Original signatures must appear on all copies. Properly completed SGLV-8286 forms will be submitted to a payroll office to stop or adjust the deductions for SGLI.

The revised Form SGLV-8286 is available at <http://www.insurance.va.gov/sgliSite/forms/forms.htm>. When a member properly completes and submits the SGLV-8286 form to reduce or decline coverage, such reduction is effective the first day of the month after the form is properly submitted.

Distributions of the copies of this form are as follows:

- a. Original, forward to the Commander, Navy Personnel Command (PERS-312E) for filing in the permanent personnel record.
- b. First copy: provide to the member for personal use.
- c. Second copy: for officers, file in the command's correspondence file. For enlisted members, promptly file behind the NAVPERS 1070/602, record of emergency data/dependency application (page 2) in the member's service record.

These changes will not affect coverage under Family SGLI (FSGLI). To be eligible for spouse and/or dependent coverage under FSGLI, service members must keep SGLI in force. The maximum amount of FSGLI will still be \$100,000. However, the spousal coverage may not exceed the new SGLI coverage amount. FSGLI will continue to be available in increments of \$10,000.

Existing beneficiary designations remain effective in the same proportion to \$400,000. Such beneficiary proportional designations remain effective until a new SGLV-8286 is properly completed.

In another change to the current policy, the member's spouse will be informed if a married member designates a primary beneficiary for his SGLI coverage other than his current lawful spouse. Such an advisory

Cryptology officer community changes name, boss

By JOC Teresa J. Frith,
NAVPERSCOM Communications

Naval officers in the Cryptology community have changed their title to Information Warfare. This marks the beginning of a new era and acknowledges the expanded competencies and scope of the responsibilities the Navy has vested in these officers.

"We are transforming along with the rest of the Navy to make sure that the right person is in the right job at the right time," said CDR Jim Hagy, Information Warfare Assignments and Community Manager, Navy Personnel Command, Millington, Tenn. "By shedding our Cold War era title, we are changing not only our name, but transforming the community in order to align ourselves with the Navy's total force strategy."

The change affects officers with 161X, 164x, 644x and 744x designators. Currently, there are over 860 officers who hold this designator. Along with the name change, they will also transition under a new chain of command. Currently, Cryptology officers are under the Commander, Naval Security Group Command (CNSG) in Fort Meade, Md. On September 30, NSG will be disestablished, and the Information Warfare community will become part of the Naval Network Warfare Command (NNWC) in Norfolk, Va.

NNWC was established in 2002 by the Secretary of the Navy as the central operational authority responsible for coordinating all information technology, information operations and space requirements within the Navy. The command's establishment shows the Navy's recognition that networks, as warfare enablers, are becoming increasingly more important to today's Sea Warriors.

At that same time, the Chief of Naval Operations established Information Operations

should be made as quickly as possible (within 30 days of the date such selection is submitted by the member), but the notice should not include the name(s) of the actual designated beneficiary(ies). Notices shall be sent by first class postal service to the spouse's current address of official record (DEERS).

For more information, visit the Department of Veteran's Affairs (DVA) website at <http://www.insurance.va.gov>.

(IO) as a primary warfare area on par with other warfare areas and directed the development of the Navy's IO Career Force.

The Information Warfare community has a long history of providing actionable signals intelligence to strategic, operational and tactical commanders. The Navy has been concerned with protecting its signals against unauthorized use since the Civil War, but dramatic developments in cryptology didn't arrive until after the development of radio communications around the start of the 20th century. The first wireless transmission from a Navy ship occurred in 1899 and with it came assignments in communications security and intelligence.

In 1917, the Navy's Code and Signal section of the Naval Communications Service undertook cryptologic duties during the war. By 1935, the Naval cryptology service continued to develop and the Naval Security Group was born. At the height of WWII, over 10,000 Naval specialists participated in the world-wide activities of the Naval Security Group.

After 1945, it was reduced in size, and by 1948, officer and enlisted designators were formed. Both officers and enlisted personnel proved themselves during the Korean conflict from 1950-1953 and throughout the '50s and '60s. In 1968, the Naval Security Group Command was established under a flag officer, and by 1971, it was reorganized, marking the separation of cryptology from communications for the first time.

Over the next decades, the cryptology community continued to prove its worth during times of both war and peace. Whatever their name, its officers will continue to build upon this foundation, and will ensure the Navy remains competitive against all threats in the next century and beyond.